



Client Engagement CRM Analyst

募集職種

人材紹介会社

アイウィルキャピタル合同会社

採用企業名

Our client is a luxury retail company

求人ID

1477058

業種

小売

会社の種類

外資系企業

外国人の割合

外国人 半数

雇用形態

正社員

勤務地

東京都 23区

給与

600万円 ~ 900万円

更新日

2024年07月02日 05:00

応募必要条件

職務経験

6年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ビジネス会話レベル

最終学歴

大学卒： 学士号

現在のビザ

日本での就労許可が必要です

募集要項

Lead the management of CRM data and analyze CRM data; develop a strategic plan for acquiring and nurturing clients that can expand the number of clients and top clients for each division.

Analyze and give insight on the CRM analysis and propose a plan to improve weaknesses around the client. Collaborate with divisional stakeholders, legal, IT, and Global PIONEER teams.

The Client Engagement ANALYST is responsible for the following:

- Be an owner of client data management and give logical and strategical insight.

- Propose strategical plan to acquire clients and nurture clients in collaboration with business teams, who may in charge of planning various promotions.
- Create and propose CRM related KPIs for all divisions and measure result.
- Proactively understand CRM related projects and work with IT and businesses to implement and develop client data related services and promotions.
- Ensure that projects are managed in time and within budget

The key stakeholders and working relations will comprise:

- Japan F&B/FSN/WFJ business team
- Japan corporate Social Media Lead, IT, Legal
- Global CRM team

スキル・資格

The ideal candidate will bring:

- Experience in CRM data management
- Experience in data analysis, being able to work harmoniously with others and negotiate.
- Experience in a system implementing the project

Ideal attributes:

- Good analytical skills and logical thinking
- Listen to the opinions of others and persuade logically.
- Seek objectives and results. Be able to see issues from a big-picture perspective and create the best solutions.
- Positive attitude to new challenges.
- Positive to contribute to an inclusive culture and work in a diverse group.
- English is required to communicate with global headquarters

What we can bring to the right candidate

- Experience as a key luxury market leader
- Expertise in CRM within the luxury market
- A company culture putting people first at every step of the way
- Opportunity to interact directly with the French headquarters to propose and create your own plan to expand the brand's fan

会社説明